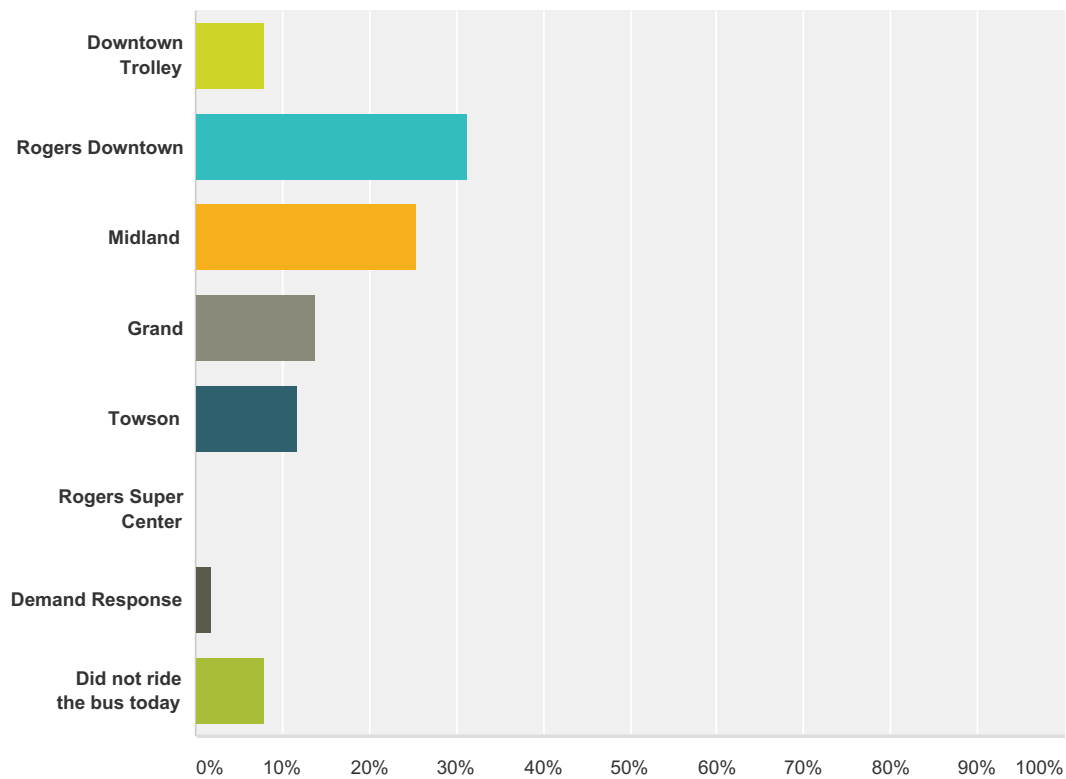


Q1 Which bus route are you currently riding?

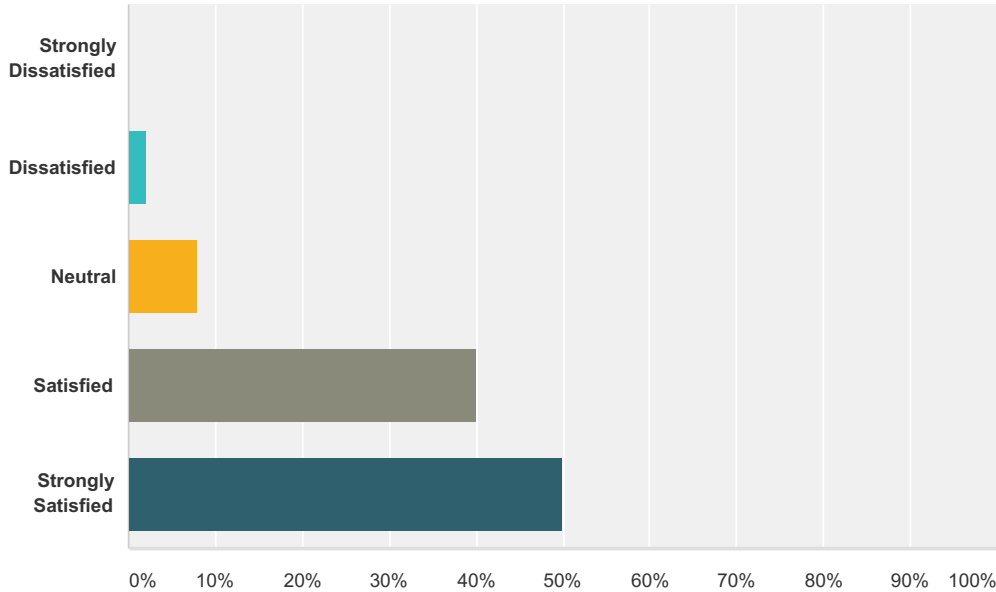
Answered: 51 Skipped: 5



Answer Choices	Responses
Downtown Trolley	7.84% 4
Rogers Downtown	31.37% 16
Midland	25.49% 13
Grand	13.73% 7
Towson	11.76% 6
Rogers Super Center	0.00% 0
Demand Response	1.96% 1
Did not ride the bus today	7.84% 4
Total	51

Q2 Overall transit experience

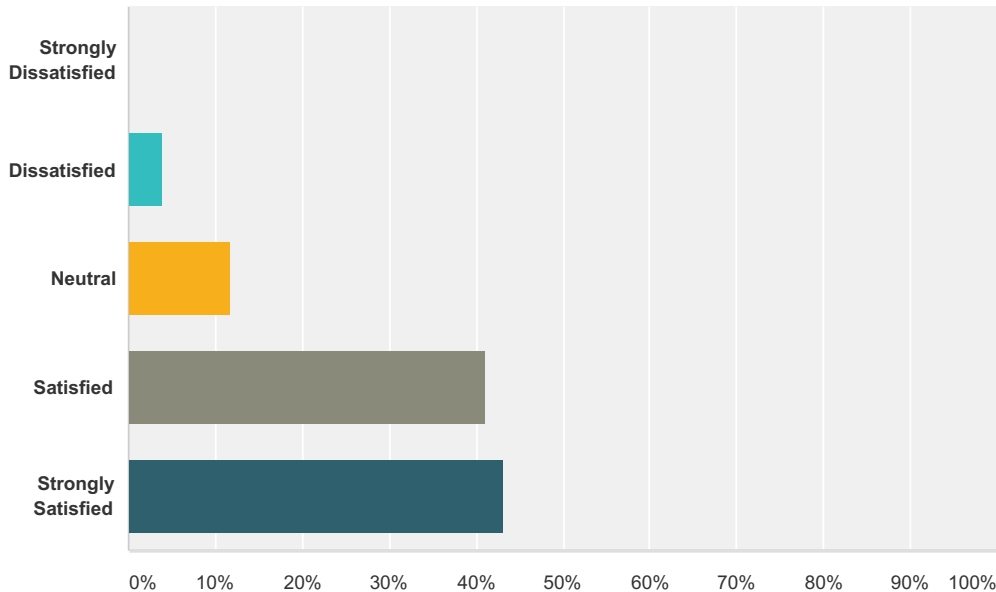
Answered: 50 Skipped: 6



Answer Choices	Responses	
Strongly Dissatisfied	0.00%	0
Dissatisfied	2.00%	1
Neutral	8.00%	4
Satisfied	40.00%	20
Strongly Satisfied	50.00%	25
Total		50

Q3 Ease of understanding transit system

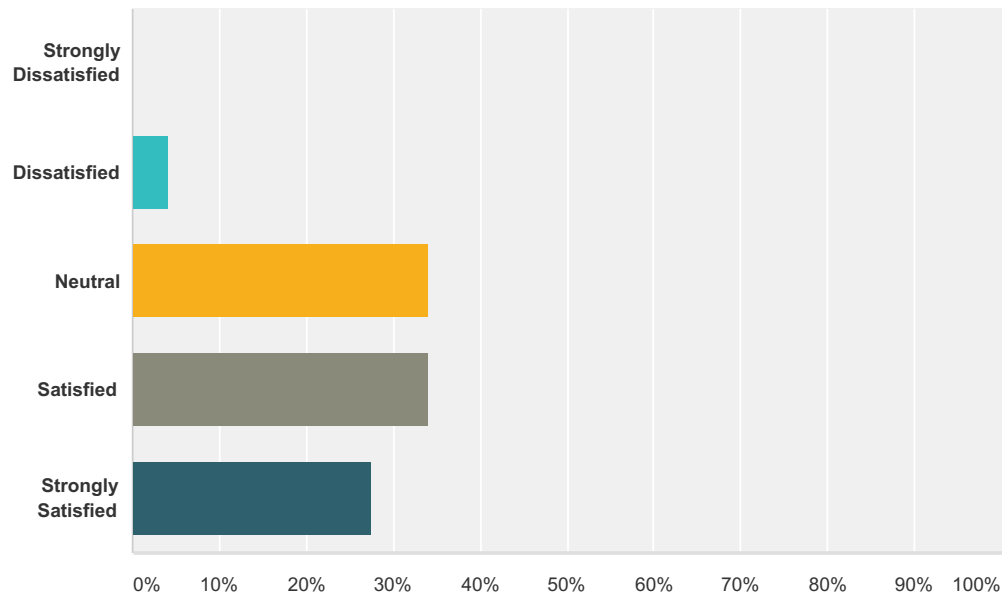
Answered: 51 Skipped: 5



Answer Choices	Responses
Strongly Dissatisfied	0.00% 0
Dissatisfied	3.92% 2
Neutral	11.76% 6
Satisfied	41.18% 21
Strongly Satisfied	43.14% 22
Total	51

Q4 Access to Fort Smith Transit website

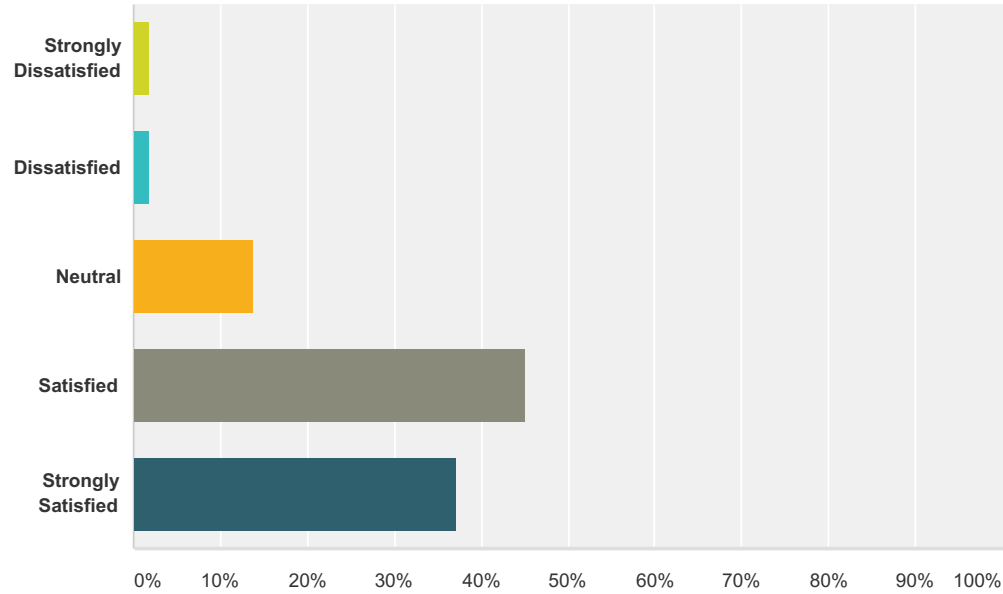
Answered: 47 Skipped: 9



Answer Choices	Responses
Strongly Dissatisfied	0.00% 0
Dissatisfied	4.26% 2
Neutral	34.04% 16
Satisfied	34.04% 16
Strongly Satisfied	27.66% 13
Total	47

Q5 System convenience and accessibility

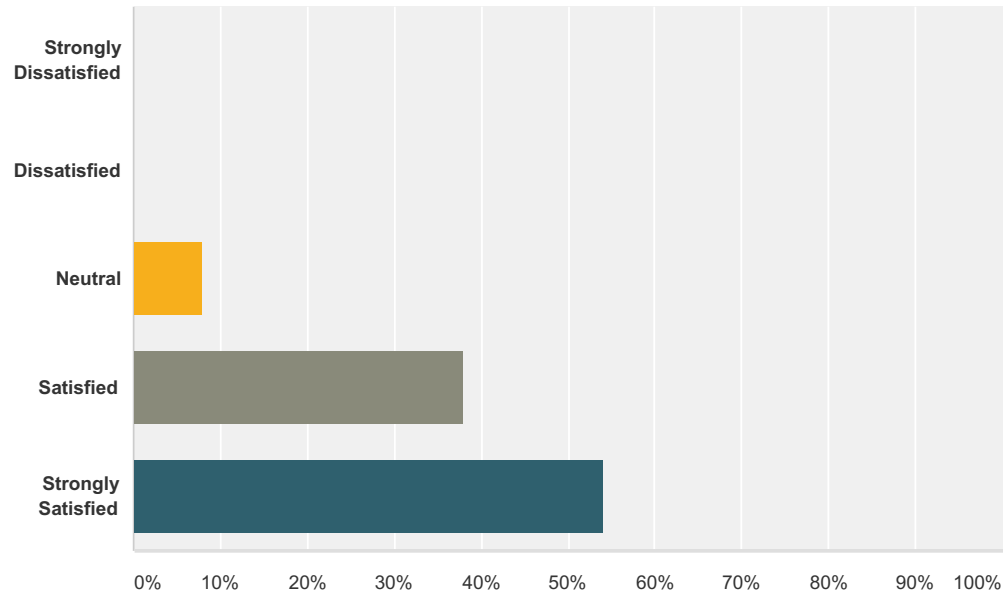
Answered: 51 Skipped: 5



Answer Choices	Responses	
Strongly Dissatisfied	1.96%	1
Dissatisfied	1.96%	1
Neutral	13.73%	7
Satisfied	45.10%	23
Strongly Satisfied	37.25%	19
Total		51

Q6 Bus cleanliness and comfort

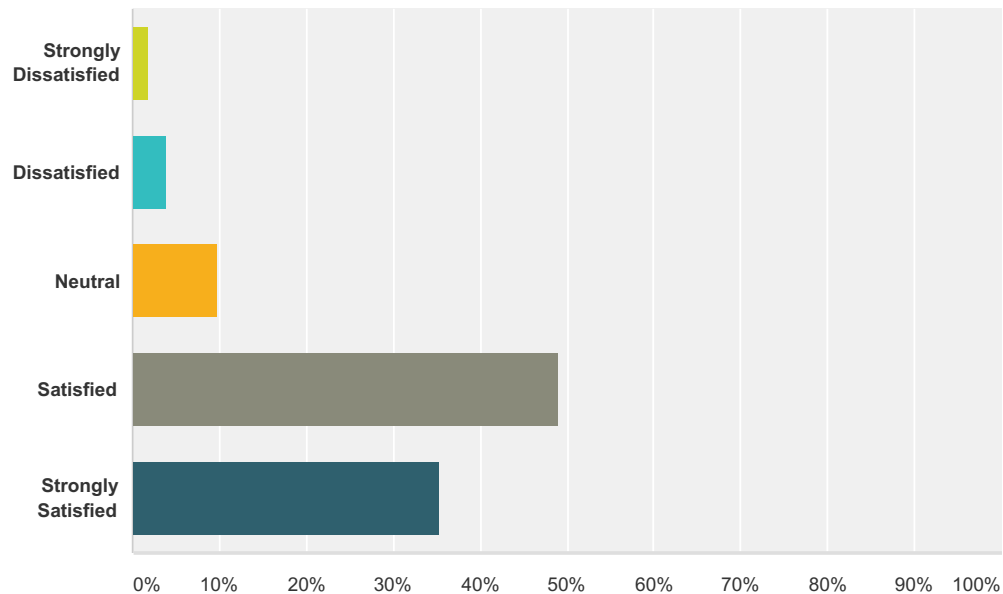
Answered: 50 Skipped: 6



Answer Choices	Responses
Strongly Dissatisfied	0.00% 0
Dissatisfied	0.00% 0
Neutral	8.00% 4
Satisfied	38.00% 19
Strongly Satisfied	54.00% 27
Total	50

Q7 Availability of seats

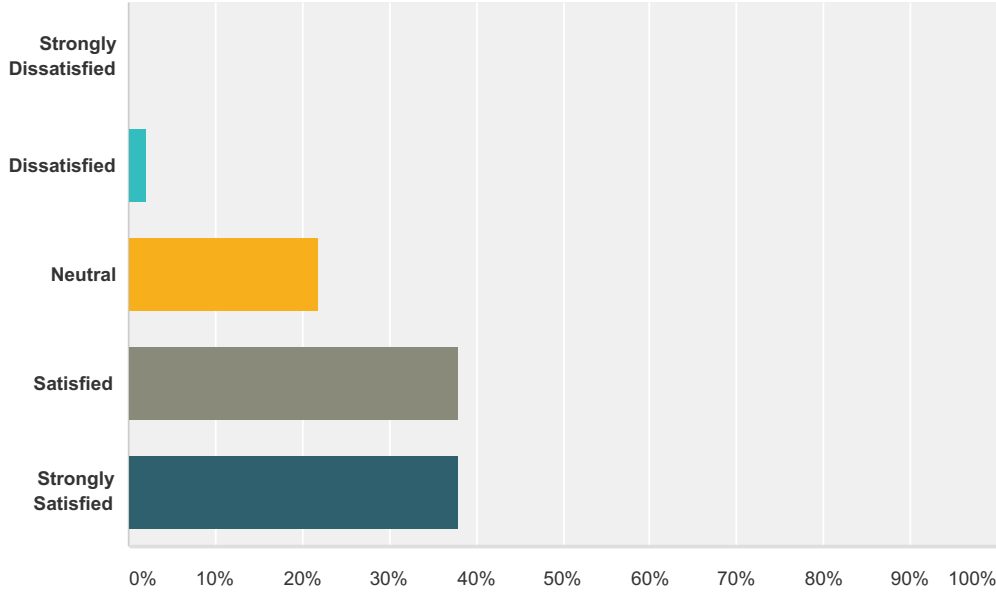
Answered: 51 Skipped: 5



Answer Choices	Responses
Strongly Dissatisfied	1.96% 1
Dissatisfied	3.92% 2
Neutral	9.80% 5
Satisfied	49.02% 25
Strongly Satisfied	35.29% 18
Total	51

Q8 Availability of bike racks on buses

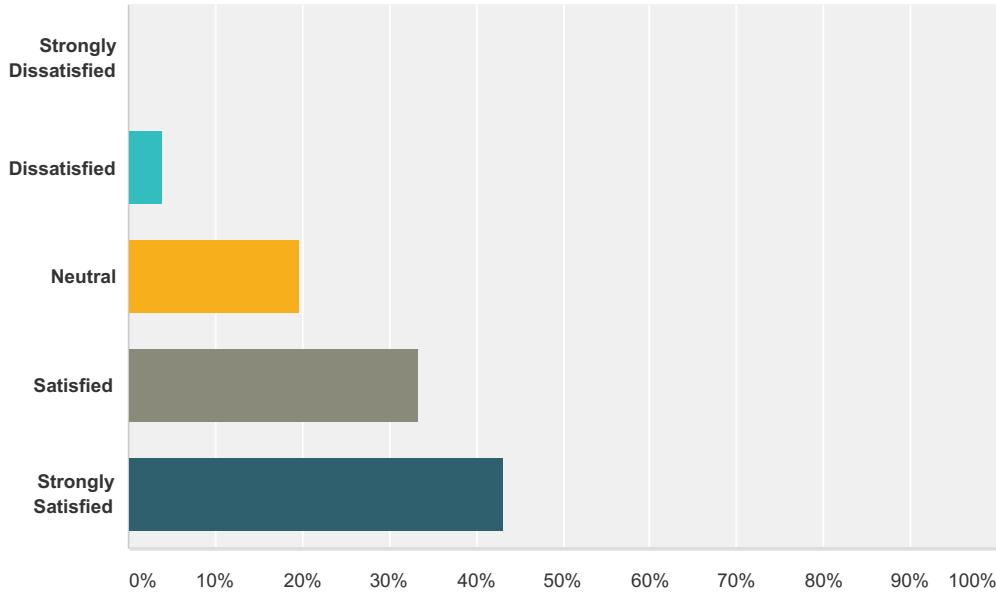
Answered: 50 Skipped: 6



Answer Choices	Responses	
Strongly Dissatisfied	0.00%	0
Dissatisfied	2.00%	1
Neutral	22.00%	11
Satisfied	38.00%	19
Strongly Satisfied	38.00%	19
Total		50

Q9 Bus service to areas you want to go

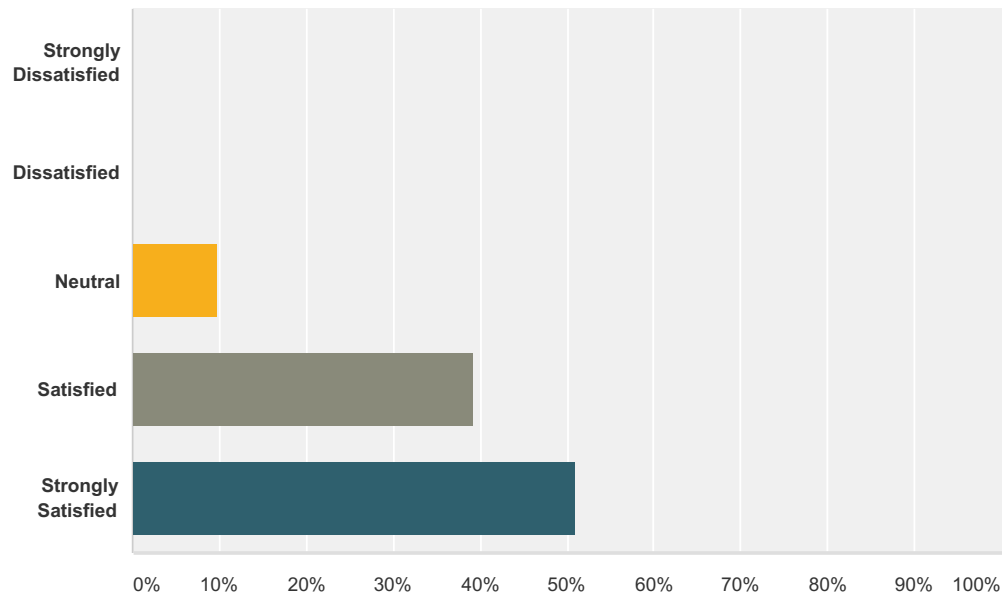
Answered: 51 Skipped: 5



Answer Choices	Responses
Strongly Dissatisfied	0.00% 0
Dissatisfied	3.92% 2
Neutral	19.61% 10
Satisfied	33.33% 17
Strongly Satisfied	43.14% 22
Total	51

Q10 Drivers' skill

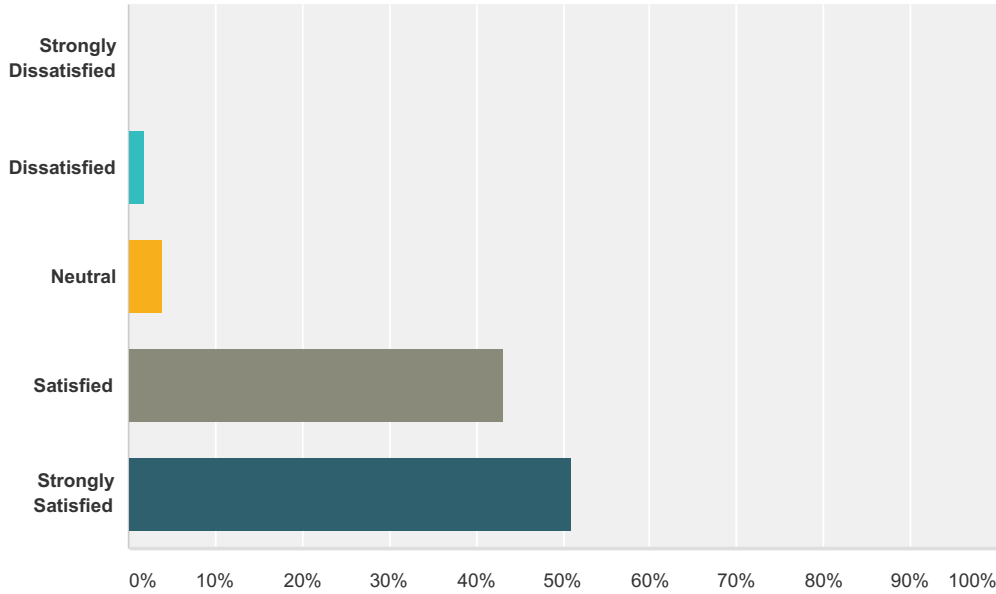
Answered: 51 Skipped: 5



Answer Choices	Responses
Strongly Dissatisfied	0.00% 0
Dissatisfied	0.00% 0
Neutral	9.80% 5
Satisfied	39.22% 20
Strongly Satisfied	50.98% 26
Total	51

Q11 Drivers' assistance

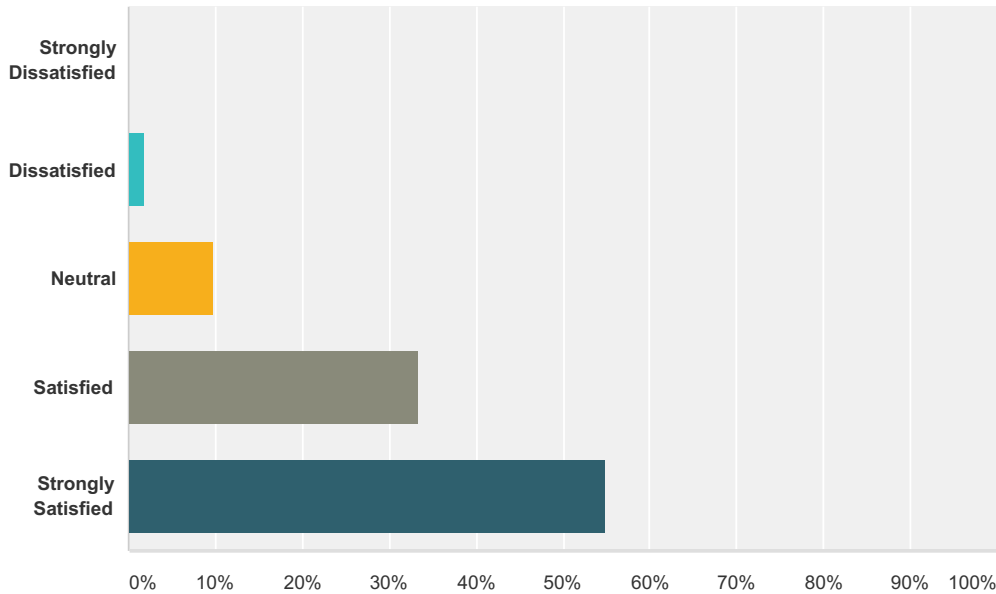
Answered: 51 Skipped: 5



Answer Choices	Responses	
Strongly Dissatisfied	0.00%	0
Dissatisfied	1.96%	1
Neutral	3.92%	2
Satisfied	43.14%	22
Strongly Satisfied	50.98%	26
Total		51

Q12 Drivers' courtesy

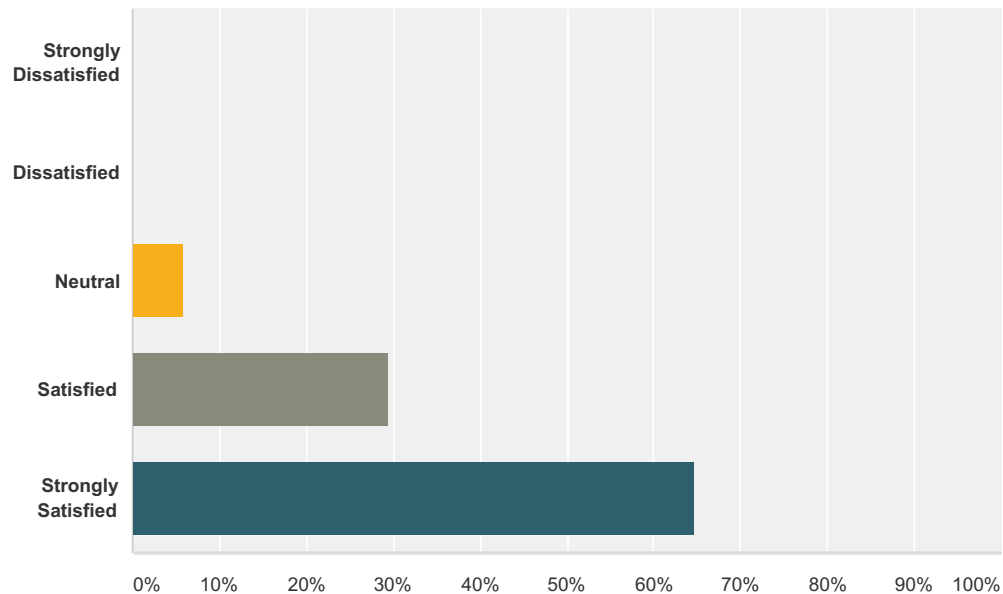
Answered: 51 Skipped: 5



Answer Choices	Responses
Strongly Dissatisfied	0.00% 0
Dissatisfied	1.96% 1
Neutral	9.80% 5
Satisfied	33.33% 17
Strongly Satisfied	54.90% 28
Total	51

Q13 Safety from accidents

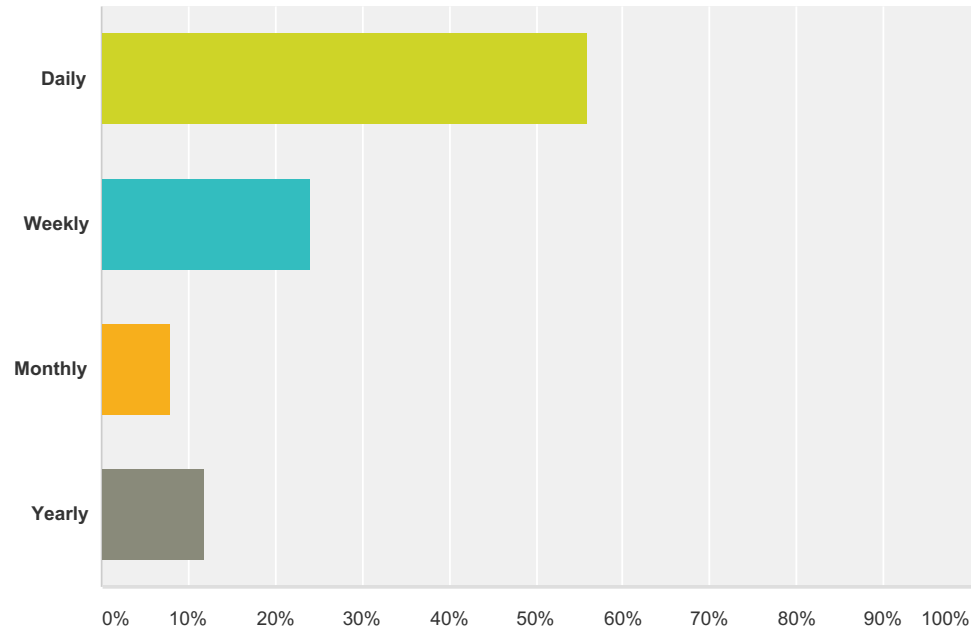
Answered: 51 Skipped: 5



Answer Choices	Responses
Strongly Dissatisfied	0.00% 0
Dissatisfied	0.00% 0
Neutral	5.88% 3
Satisfied	29.41% 15
Strongly Satisfied	64.71% 33
Total	51

Q14 How often do you ride a Fixed Route? (To and from = 2 trips)

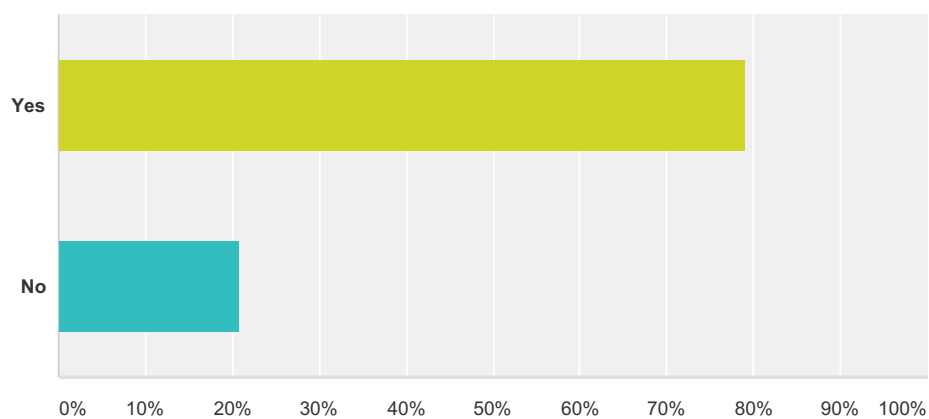
Answered: 50 Skipped: 6



Answer Choices	Responses
Daily	56.00% 28
Weekly	24.00% 12
Monthly	8.00% 4
Yearly	12.00% 6
Total	50

Q15 Do Fixed Routes come often enough?

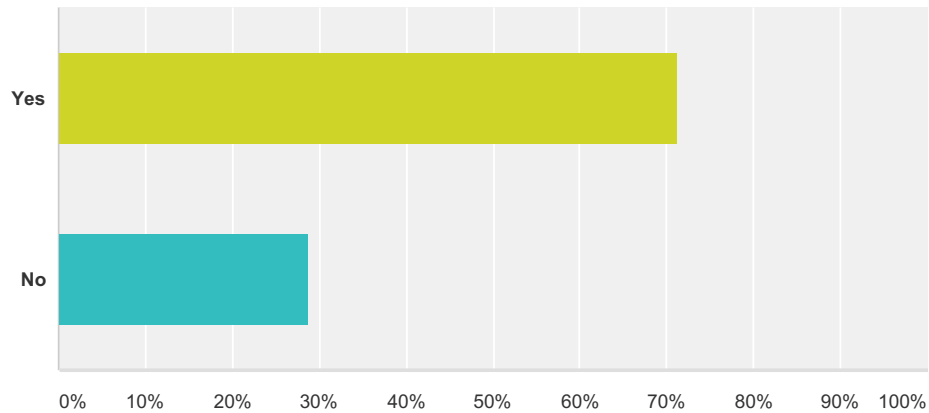
Answered: 48 Skipped: 8



Answer Choices	Responses
Yes	79.17% 38
No	20.83% 10
Total	48

Q16 Are Fixed Routes hours of service adequate for your needs?

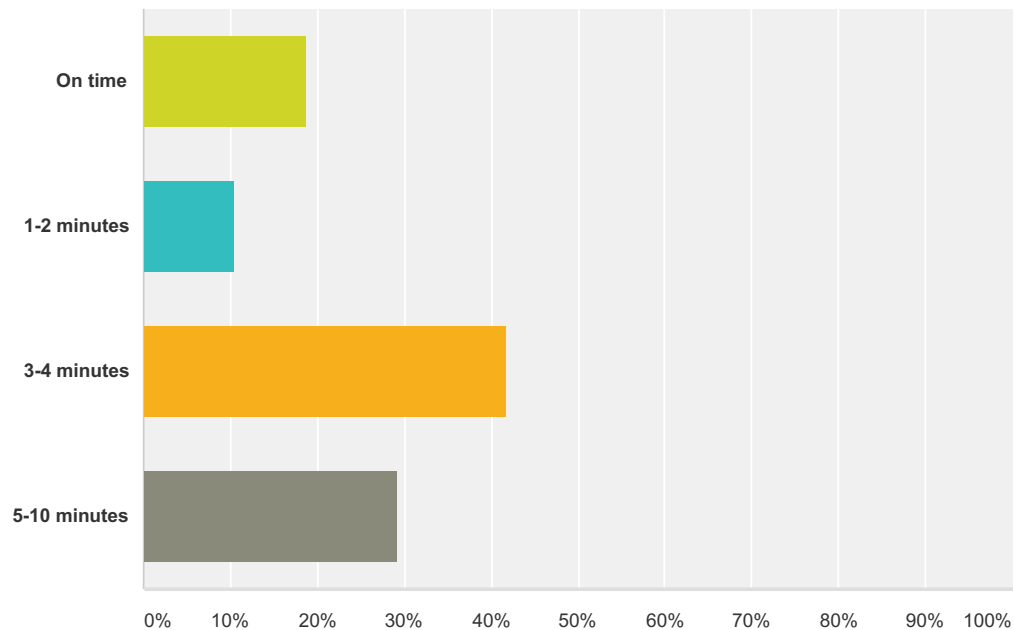
Answered: 52 Skipped: 4



Answer Choices	Responses
Yes	71.15% 37
No	28.85% 15
Total	52

Q17 If the Fixed Route bus was late, how long after the scheduled stop time did you have to wait?

Answered: 48 Skipped: 8



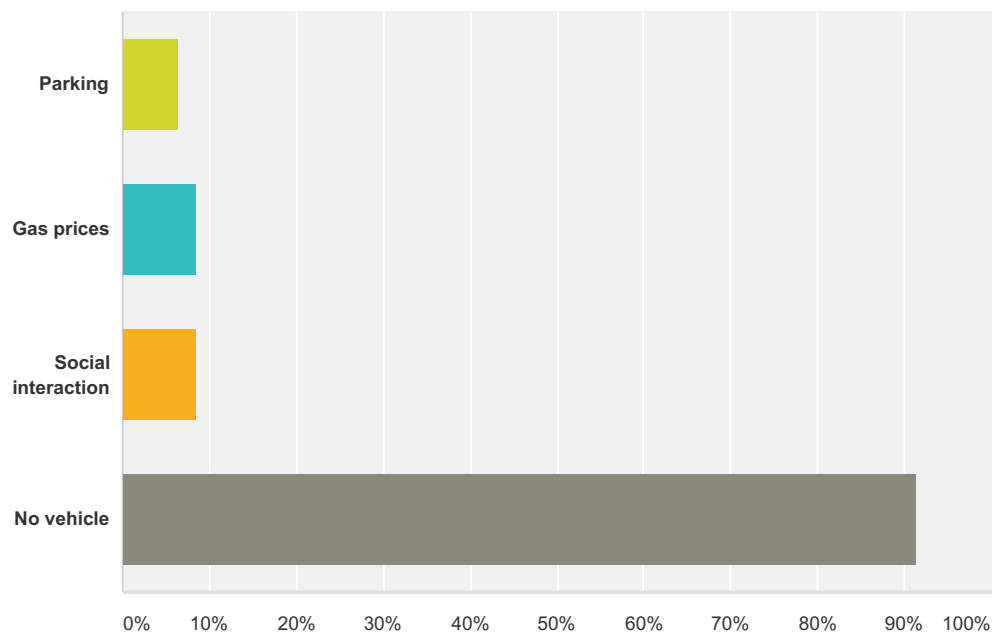
Answer Choices	Responses
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On time	18.75%	9
1-2 minutes	10.42%	5
3-4 minutes	41.67%	20
5-10 minutes	29.17%	14
Total		48

#	If longer than 10 minutes, please specify approximate amount of time:	Date
1	No more than 10-15 min tops!!	12/27/2016 3:26 PM
2	Usually about 1 HR sometimes more	12/27/2016 2:57 PM
3	1 hour & 1/2	12/27/2016 12:57 PM
4	30 to 40 minutes in some cases	12/9/2016 11:26 PM

Q18 Why did you begin riding the bus? (You may choose more than one answer)

Answered: 47 Skipped: 9



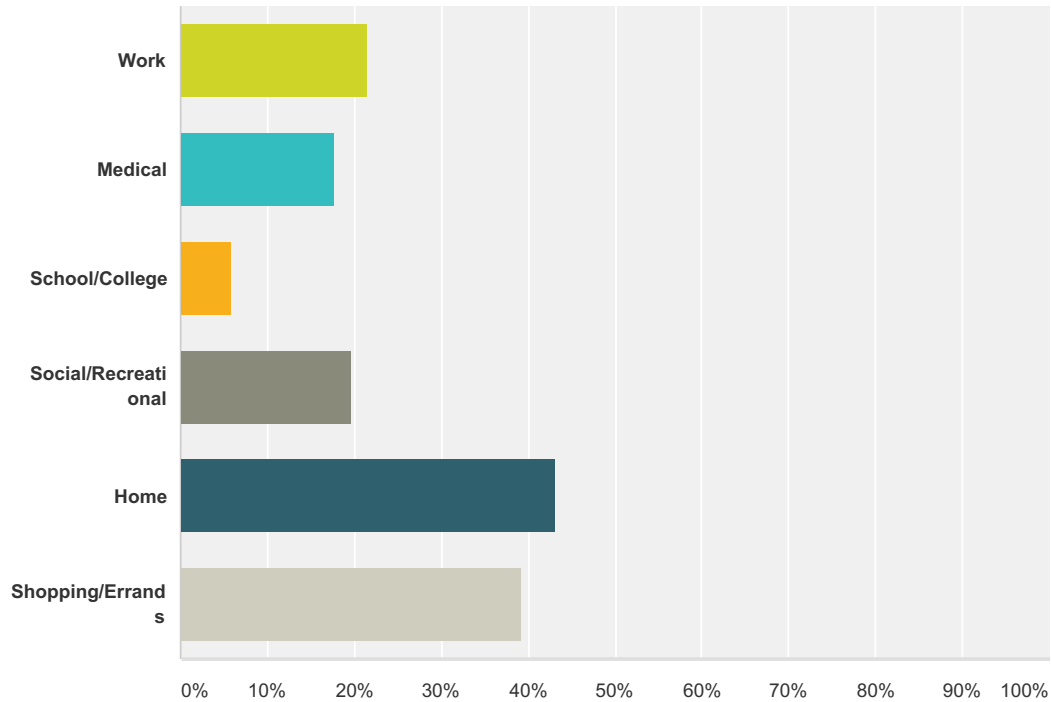
Answer Choices	Responses
Parking	6.38% 3
Gas prices	8.51% 4
Social interaction	8.51% 4
No vehicle	91.49% 43
Total Respondents: 47	

#	Other (please specify)	Date
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1	Lost drivers licence for 1 year	12/29/2016 3:25 PM
2	Car needs repairs	12/27/2016 2:45 PM
3	Vehicle in shop, or just to try riding the bus to see what it's like	12/9/2016 11:17 AM

Q19 Where are you going?

Answered: 51 Skipped: 5

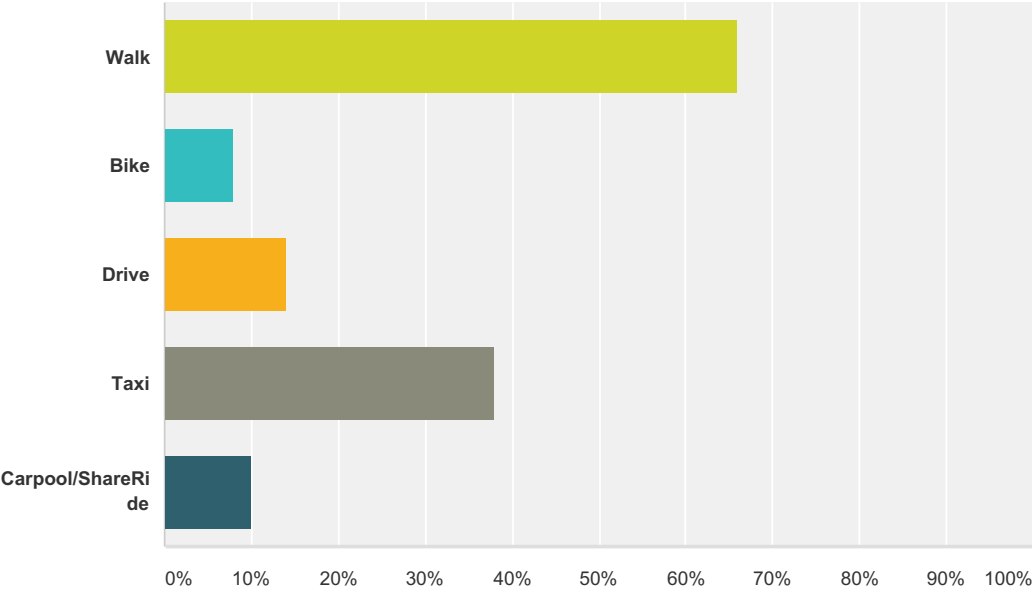


Answer Choices	Responses
Work	21.57% 11
Medical	17.65% 9
School/College	5.88% 3
Social/Recreational	19.61% 10
Home	43.14% 22
Shopping/Errands	39.22% 20
Total Respondents: 51	

#	Other (please specify)	Date
1	Government Appointments	12/29/2016 3:13 PM
2	Sisters	12/29/2016 2:13 PM

Q20 How would you make this trip if not by transit?

Answered: 50 Skipped: 6

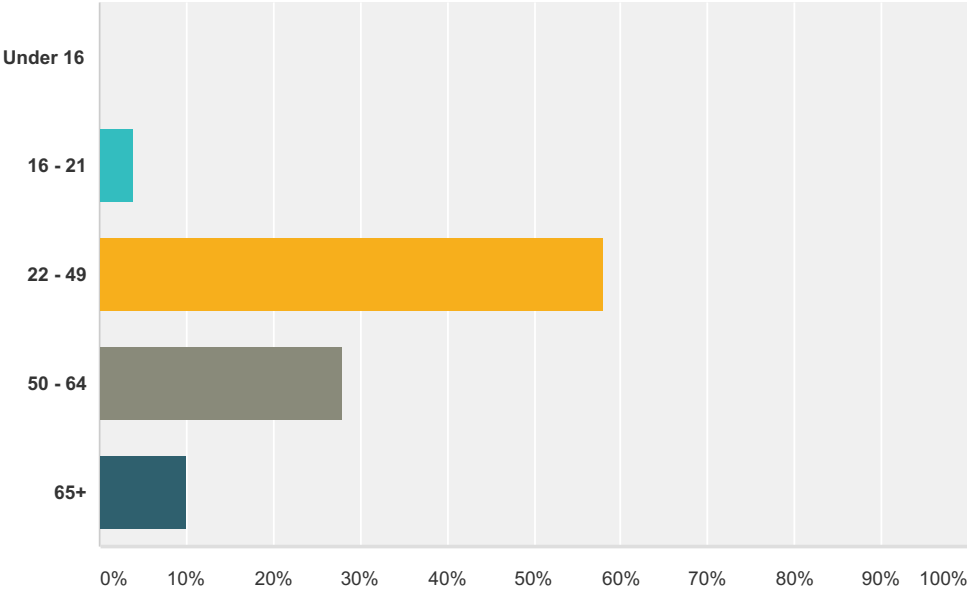


Answer Choices	Responses
Walk	66.00% 33
Bike	8.00% 4
Drive	14.00% 7
Taxi	38.00% 19
Carpool/ShareRide	10.00% 5
Total Respondents: 50	

#	Other (please specify)	Date
1	Friend	12/29/2016 3:28 PM
2	WONTGO	12/27/2016 3:04 PM
3	get ride from fam.	12/27/2016 2:55 PM
4	I wouldn't	12/27/2016 2:49 PM

Q21 What is your age range?

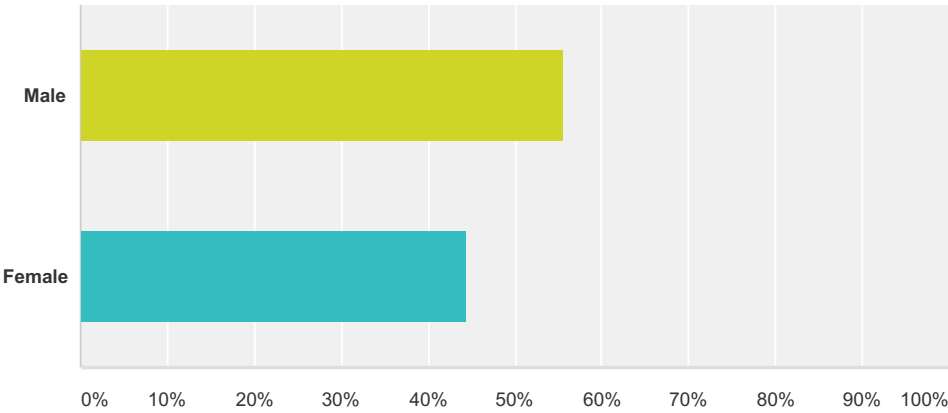
Answered: 50 Skipped: 6



Answer Choices	Responses
Under 16	0.00%0
16 - 21	4.00%2
22 - 49	58.00%29
50 - 64	28.00%14
65+	10.00%5
Total	50

Q22 What is your gender?

Answered: 45 Skipped: 11



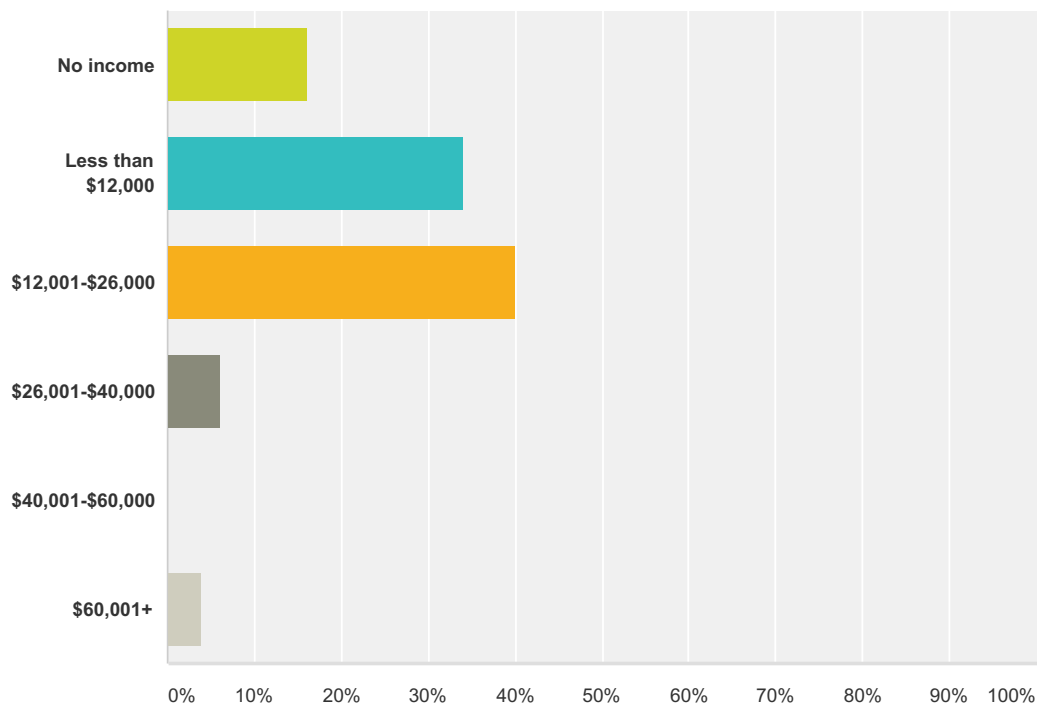
Answer Choices	Responses
Male	55.56%25
Female	44.44%20

Total

45

Q23 What is your annual income range?

Answered: 50 Skipped: 6



Answer Choices	Responses
No income	16.00% 8
Less than \$12,000	34.00% 17
\$12,001-\$26,000	40.00% 20
\$26,001-\$40,000	6.00% 3
\$40,001-\$60,000	0.00% 0
\$60,001+	4.00% 2
Total	50

Q24 What is your zip code?

Answered: 48 Skipped: 8

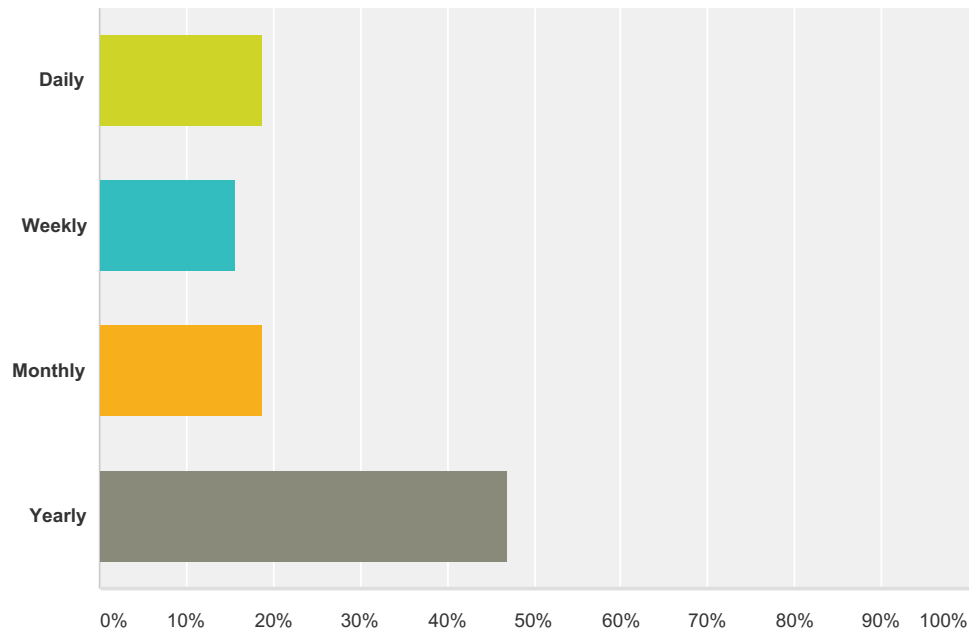
#	Responses	Date
1	72901	1/9/2017 3:56 PM
2	72901	1/9/2017 3:54 PM
3	72901	1/9/2017 3:52 PM
4	72904	12/29/2016 3:28 PM
5	72904	12/29/2016 3:26 PM

6	72903	12/29/2016 3:25 PM
7	72903	12/29/2016 3:23 PM
8	72901	12/29/2016 3:22 PM
9	72904	12/29/2016 3:20 PM
10	72901	12/29/2016 3:18 PM
11	72901	12/29/2016 3:16 PM
12	72901	12/29/2016 3:14 PM
13	72904	12/29/2016 3:13 PM
14	72903	12/29/2016 3:11 PM
15	72904	12/29/2016 3:08 PM
16	72901	12/29/2016 2:19 PM
17	72904	12/29/2016 2:17 PM
18	72901	12/29/2016 2:15 PM
19	72901	12/29/2016 2:13 PM
20	72901	12/29/2016 2:10 PM
21	72904	12/29/2016 2:08 PM
22	72904	12/29/2016 2:05 PM
23	72904	12/29/2016 2:04 PM
24	72907	12/27/2016 3:56 PM
25	72903	12/27/2016 3:54 PM
26	72908	12/27/2016 3:51 PM
27	72901	12/27/2016 3:46 PM
28	72904	12/27/2016 3:44 PM
29	72901	12/27/2016 3:42 PM
30	72901	12/27/2016 3:38 PM
31	72904	12/27/2016 3:36 PM
32	72903	12/27/2016 3:30 PM
33	72901	12/27/2016 3:06 PM
34	72901	12/27/2016 3:04 PM
35	72903	12/27/2016 3:00 PM
36	72901	12/27/2016 2:58 PM
37	72901	12/27/2016 2:55 PM
38	72901	12/27/2016 2:49 PM
39	72903	12/27/2016 2:45 PM
40	72901	12/27/2016 12:57 PM
41	?	12/27/2016 12:32 PM
42	72901	12/27/2016 12:30 PM
43	72903	12/27/2016 12:28 PM
44	72901	12/27/2016 12:25 PM
45	72901	12/27/2016 12:24 PM
46	72901	12/27/2016 12:16 PM

47	72904	12/9/2016 11:27 PM
48	72903	12/9/2016 11:17 AM

Q25 How often do you ride a Demand Response? (To and from = 2 trips)

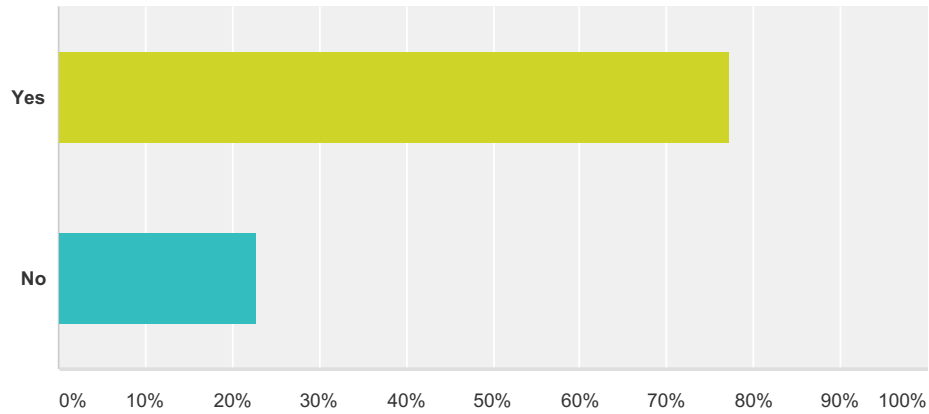
Answered: 32 Skipped: 24



Answer Choices	Responses	
Daily	18.75%	6
Weekly	15.63%	5
Monthly	18.75%	6
Yearly	46.88%	15
Total Respondents: 32		

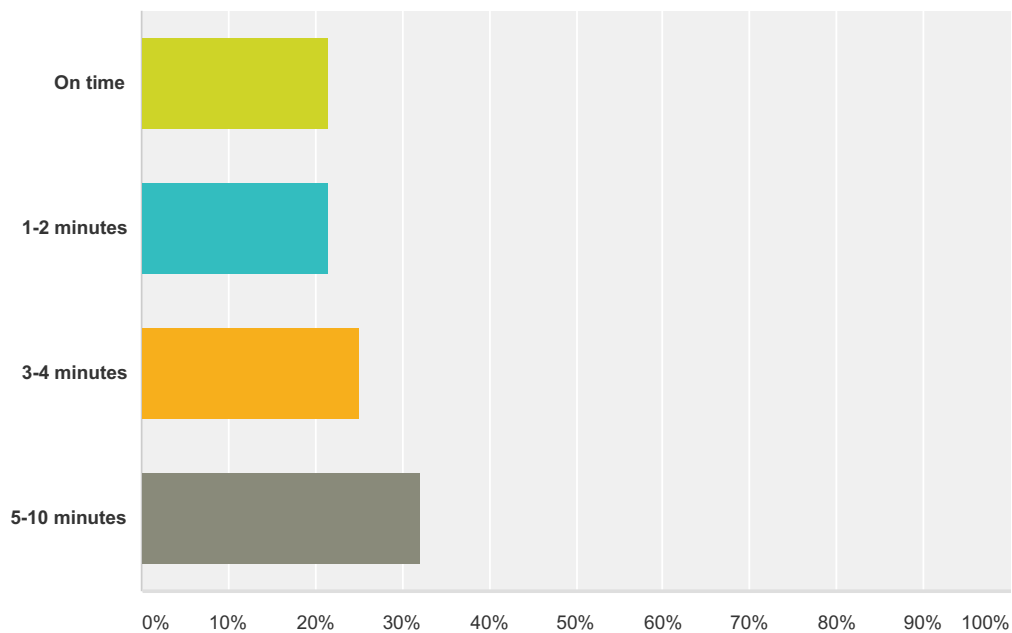
Q26 Are Demand Response hours of service adequate for your needs?

Answered: 35 Skipped: 21



Q27 If the Demand Response bus was late, how long after the scheduled stop time did you have to wait?

Answered: 28 Skipped: 28



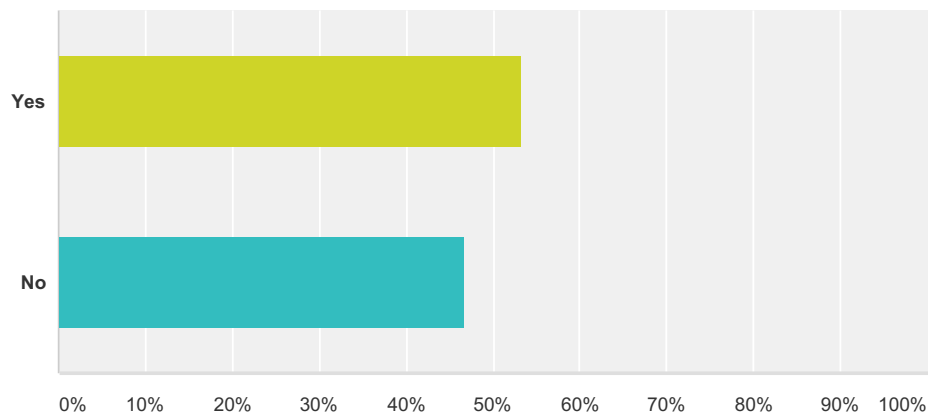
Answer Choices	Responses
On time	21.43% 6
1-2 minutes	21.43% 6
3-4 minutes	25.00% 7

5-10 minutes	32.14%	9
Total Respondents: 28		

#	Other (please specify):	Date
1	Have not used it	12/29/2016 3:18 PM
2	DONT TAKE DEMAND	12/27/2016 3:04 PM
3	More usually	12/27/2016 2:58 PM
4	1 to 2 hours	12/27/2016 12:58 PM

Q28 Are enough bus shelters provided?

Answered: 47 Skipped: 9



Answer Choices	Responses
Yes	53.19% 25
No	46.81% 22
Total	47

Q29 If no, where are additional shelters needed?

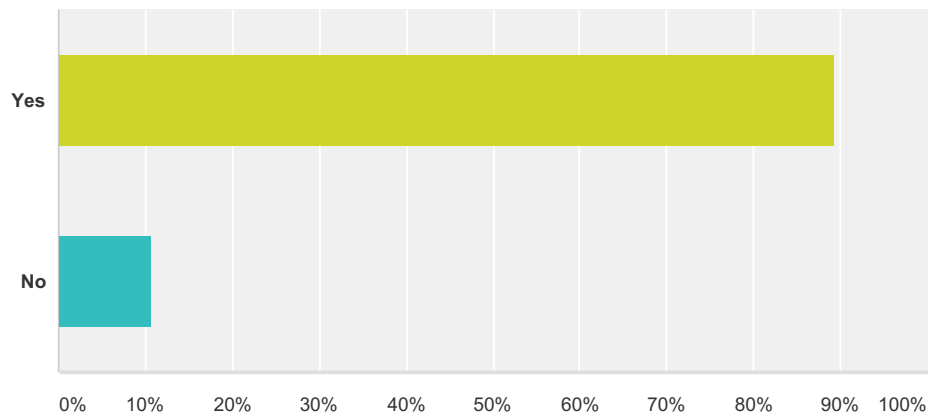
Answered: 19 Skipped: 37

#	Responses	Date
1	Need one down by Anderson RX also at Sparks Hospital	1/9/2017 3:56 PM
2	on Towson Ave @ Sparks Hospital	1/9/2017 3:54 PM
3	Shelters needed on South 74th	12/29/2016 3:24 PM
4	Dallas and Townson	12/29/2016 3:19 PM
5	everywhere	12/29/2016 3:13 PM
6	in residential areas where you get more people who actually ride the bus, north side of town	12/29/2016 2:18 PM
7	Where Churchill St. is and Waldron Rd. is	12/29/2016 2:09 PM
8	Waldron and North "O" Street	12/29/2016 2:07 PM

9	Rogers & Greenwood	12/27/2016 3:44 PM
10	Any where possible.	12/27/2016 3:31 PM
11	Golden Corral, Walmart, Taco Bell	12/27/2016 3:06 PM
12	Rogers	12/27/2016 3:04 PM
13	Not really good job w/ bus stop areas	12/27/2016 2:58 PM
14	One on each street would be nice	12/27/2016 2:49 PM
15	Can't remember, but will call if I do remember	12/27/2016 2:45 PM
16	Any stops & I wish you would start up Wheeler again	12/27/2016 12:59 PM
17	everywhere	12/27/2016 12:33 PM
18	On Grand	12/27/2016 12:26 PM
19	More on Roger's ave grand Ave and Towson ave	12/9/2016 11:28 PM

Q30 Do customers have adequate access to a dispatcher/scheduler via telephone?

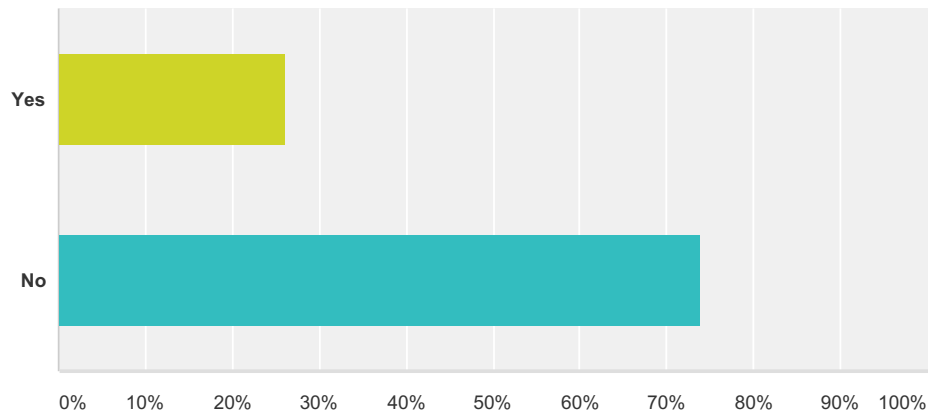
Answered: 47 Skipped: 9



Answer Choices	Responses
Yes	89.36% 42
No	10.64% 5
Total	47

Q31 Do you feel hold times are too long when calling?

Answered: 46 Skipped: 10



Answer Choices	Responses
Yes	26.09% 12
No	73.91% 34
Total	46

Q32 Comments/Suggestions:

Answered: 23 Skipped: 33

#	Responses	Date
1	Miss Kim is a really good trolley driver she helps people as much as she can and I appreciate her being my trolley driver	1/9/2017 3:57 PM
2	Kim is the best driver by far thank you.	1/9/2017 3:55 PM
3	Keep up the good work	12/29/2016 3:25 PM
4	Good when you need them	12/29/2016 3:24 PM
5	Need route on Wheeler cause some people have to walk to work	12/29/2016 3:19 PM
6	Need one at OK Foods at morning hours around 1:55 am to 3 am	12/29/2016 3:15 PM
7	ALL bus drivers should get a weekly bonus.	12/29/2016 3:13 PM
8	cookies everyday	12/29/2016 2:16 PM
9	Very nice bus drivers!! Thanks!!	12/29/2016 2:11 PM
10	We need a 5 AM Route	12/29/2016 2:02 PM
11	Some drivers should make sure theyre showing up at the right time, they've gotten there 5 minutes early and I've missed the bus when I was a block away	12/27/2016 3:57 PM
12	very good	12/27/2016 3:46 PM
13	Dispatch don't answer calls and I was waiting for 2 hrs on the wrong side of the road and when the bus finally came by I was trying to get to the bus and she pulled 10 feet from the bus with a messed up knee.	12/27/2016 3:34 PM
14	Karen Boyner	12/27/2016 3:06 PM
15	HAPPY OVER ALL	12/27/2016 3:04 PM
16	more buses	12/27/2016 2:58 PM
17	longer fixed route times & maybe a connection route on the east side of town	12/27/2016 2:56 PM
18	Run more; 30 mins not Once an hr and run 1-2 hrs later 6-7 pm.	12/27/2016 2:50 PM

19	Please start up Wheeler Ave again	12/27/2016 12:59 PM
20	love the drivers more free days	12/27/2016 12:33 PM
21	The transit was a great idea and way to give back and help out. thank you	12/27/2016 12:28 PM
22	Need to make buses longer hours so people don't feel rushed around trying to hurry home when it stops earlier again I used to ride the bus when it ran til 7pm it would be a lot better if the buses ran longer that way people don't rush around that's why I quit the buses not enough time to get things done and cabs cabs cost too much just stating a fact	12/9/2016 11:32 PM
23	Simplified routing that's more direct would improve cross-town travel times and make the network easier to understand. Downtown-centric network makes many trips significantly longer than travel time by other modes. Fixed route service-span makes commuting to work (I work 7:30am-5:30pm) literally impossible without arranging for demand-response everyday. Service frequency means that I either have to arrive to work 15 minutes late or 45 minutes early; missing a bus means pushing back my schedule for 60 minutes for the entire day; and if I have a 15 minute errand I get to wait 45 minutes for the next bus (assuming I'm on one of those one-way loops that get visited once an hour). I appreciate what y'all do with a limited budget. I hope that we can get more funding in the future and I'm excited about the new route additions (and potentially more in the future)!	12/9/2016 11:23 AM